

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Thousand Oaks, CA #320	\$16,871	\$29,468	74.7%
Hamburg, NY #516	\$18,729	\$31,332	67.3%
Amherst, NY #840	\$18,374	\$26,012	41.6%
Montgomery, AL #608	\$15,104	\$21,117	39.8%
Fayetteville, AR #312	\$14,140	\$19,605	38.6%
Naples, FL #778	\$20,413	\$28,092	37.6%
El Monte, CA #428	\$14,524	\$19,711	35.7%
Doylestown, PA #762	\$24,882	\$33,500	34.6%
Grand Rapids, WI #335	\$19,501	\$26,237	34.5%
Pasadena, CA #324	\$36,785	\$49,377	34.2%

District Sales Growth

District	Region	WTD%
Frank Cassar	Western	28.9%
Shawna Vazquez	Northeast	14.2%
Chad Estrada	Northeast	11.7%
Eric Montes	Northeast	10.2%
Anthony Chapa	Southeast	9.6%
Joe Ramos	Northeast	7.7%
Eric Bargas	Southeast	7.6%
Seneca Gray-Robinson	Southeast	7.0%
Todd Bell	Western	6.4%
Tony Reynolds	Western	6.1%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
N. Edmonton, AB #835	13.9%	38.9%	25.0%
W. Orlando, FL #719	10.3%	26.6%	16.4%
Montgomery, AL #608	11.0%	26.8%	15.7%
Rapid City, SD #861	17.9%	32.8%	14.9%
Oceanside, CA #045	9.5%	24.5%	14.9%
San Bruno, CA #444	18.2%	32.2%	14.0%
Cedar Falls, IA #655	7.5%	19.7%	12.2%
York, PA #965	7.4%	19.6%	12.2%
Chino, CA #095	7.9%	19.9%	12.0%
Anchorage, AK #589	12.0%	23.7%	11.7%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
South Bend, IN #931	\$15,100	\$24,866	64.7%
Bloomington, IL #345	\$13,505	\$19,367	43.4%
Peoria, IL #360	\$15,704	\$21,652	37.9%
N. Little Rock, AR #304	\$22,021	\$29,477	33.9%
S. St. Louis, MO #855	\$30,552	\$39,825	30.4%
Aurora, CO #710	\$29,715	\$38,162	28.4%
Tampa, FL #430	\$27,287	\$34,700	27.2%
Towne South, OK #888	\$20,684	\$26,254	26.9%
Grand Rapids, MI #828	\$30,624	\$38,817	26.8%
Fairview Hts, MO #916	\$21,939	\$27,726	26.4%

Diamond Pin Earner

We are excited to announce the 1st Diamond Pin Earner in Rick Balboni's district, Kiara Roberage! Kiara has been part of the Chuck E. family for 3 ½ years and has the same focus every day - making sure everyone gets her 100% attention. She loves making her birthday stars her #1 priority, and it truly shows! Thank you Kiara for all you do, your hard work has paid off. Keep up the good work!

~ Excellent attention to detail and service by Kiara! They went above & beyond to make our party seamless and it was so nice to enjoy the time with my daughter and family, not worrying about a thing. I will definitely recommend Chuck E. Cheese to my friends. What a great day! Thank you Kiara for your great personality and exceptional service. ~

~ I loved how friendly my party host Kiara was and how she provided everything, I really had no worries, not even about the kids running around because of your amazing stamp system. Which let me say a lot of places don't do any of the measures you guys take to keep the kids safe so thank you! ~

~ The staff, especially our Party Server Kiara, was right on top of everything. She set the expectations from the beginning and was able to lead the party successfully. She was extraordinarily helpful in dealing with some of my son's anxieties and really made it a great experience. ~

Northeast Region
Manchester, NH #472
RVP Chris Kelly
AD Rick Balboni



Week 44
November 15, 2019

MILESTONES-

- Reach and Achieve -

Jasmine Clark ~ 321

Morgan Colindres ~ 452

Quwon Wilson ~ 525

Matthew Foreman ~ 671

Rudy Rodriguez ~ Support Center

Justin Del Valle ~ 866

Riley Mcmillen ~ 888

Kaitlyn Gutierrez ~ 710

Jeremy Goodman
General Manager #969
20 Years

Bryan Fitzpatrick
Tech Refurb Admin
20 Years

Jason Mello
Tech Manager #751
25 Years



Shiela Tuhey

Team Springfield, MO #742

Todd Bell, DM

~ It was easy and really fun! They had everything we needed. ~



Tiffany Glazier

Team Whitby, ON #833

Frank Cassar, DM

~ It was absolutely amazing. Our host Tiffany made my daughter's birthday unforgettable. Great job! ~



Imaia Hickson

Team Florence, SC #658

DM Nestor Rivera, DM

~ We had the best Party Server person ever! ~



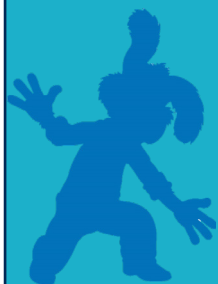
Reminder:

Continue to send in your Elite Pin achievers to
learning@cecentertainment.com so they can be featured in the Focus!

DEAR CHUCK E...

- You're the BEST! -

Your Manager Bj is such a blessing. There was an upset and rude guest, something about a salad bar, and he promptly went over to the table apologizing and took care of the situation. He was very professional and handled everything perfectly. Although I feel the rude guests were not happy, I am not sure there was a way to make them happy. He was great with my nephew when we redeemed our points. He was always pleasant to talk to. I am not a regular patron of Chuck E. Cheese, but because of him I will make this my weekly stop with my nephew! Please call if you need anything else to know how great this Manager is!



Southeast
Rockwall, TX #038
RVP Bill Eich
DM Eric Bargas
GM Michael Almasan
Sr. Asst. Mgr BJ

I just want to say that we took our 4 year old twins here for their birthday on Saturday for lunch to celebrate and had a great time! It has probably been close to 20 years since either my husband or I had been to Chuck E. Cheese and we were pleasantly surprised! The employees were super friendly, the place was overall clean (even though working through a bit of construction), and the food was significantly better than we were expecting. We will be back soon!

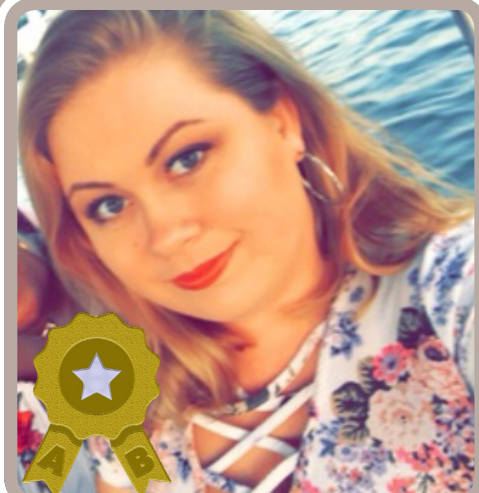


Northeast
Racine, WI #726
RVP Chris Kelly
DM Dustin Gasper
GM Jeffrey Burns

This is a shout out/Kudos to Gracey at the North Academy CEC location! My son Axton had his 5 year birthday party there and had a blast! But Gracey really made his day; with her attentiveness and genuine nature in making sure he had a great birthday party! Gracey is an outstanding employee and please give her a special recognition from HQ! The rest of the staff at this location was equally great as well!



Western
Colorado Springs, CO #662
RVP Jim Brawley
DM John Chudzinski
GM Eria Lepe
Party Server Gracey



Western Region
Torrance, CA #358
RVP Jim Brawley
DM Cindy Light

Diamond Pin Earner

Congratulations to the Western Region on their 2nd Diamond Pin Earner from Cindy Light's team, Samantha Norris! Samantha has been part of her Chuck E. family in Torrance, CA for the past 5 years, and what an inspiration she has been! You can always be guaranteed you are going to get top notch service if Samantha is your Party Server, as she always creates those A&B moments with the birthday child. Amazing job Samantha, your Diamond Pin achievement is something to really be proud of!

~ Sam our Party Host was outstanding. She continued to make sure to answer all of our questions and keep us posted on everything as the party progressed. She was gracious in offering the options, such as for food but not pushy. Having her assistance to ensure my son, the birthday boy, and our guests had a great time made all the difference. Although the restaurant became very busy towards the end of our party, and my son was tired and pretty much sensory overloaded, Sam helped us along in the wrap up and exit. ~

~ Sam was so great and I loved that Chuck E. came out to take photos! Definitely going to have another party here for my kids. Thank you so much! ~

~ Our hostess Sam was wonderful! She answered all my questions and was very attentive to my party and guests. Definitely made the event run smooth and stress free. ~



THE MORE YOU KNOW...

Marketing

Every Kids a Winner Promotion

As many are aware, game pieces for the Every Kids a Winner promotion are quickly depleting, some may have already run out. After careful consideration, we have decided to end this promotion once all game pieces have been depleted.

Please continue to offer all kids game pieces in your location upon entry until they are fully depleted.

For all the detailed steps to be taken once game pieces have been depleted, please refer to the communication sent out by L&D.

Questions? Please reach out to marketing@cecentertainment.com

Risk Management

Active Shooter DVD:

Thank you for your patience as we work through the issues with the Active Shooter DVD's.

In the meantime, please view the video using the following youtube link.

<https://youtu.be/fDDSQtoCILs>

The deadline for completing this training has been extended until Tuesday, December 24th to give everyone enough time to complete the required training.

Please do not share this link externally

Merchandise

Dennis Foland Holiday and CEC Inventory Schedule

Due to the holidays and CEC Inventory, be sure you review your par levels and plan accordingly **NOW**.

Bulk up your orders a few weeks prior in anticipation of any shipping delays due to the holidays, online orders, and inventory.

Thanksgiving Holidays Nov 28th & Nov 29th:

Dennis Foland will be closed on the 28th and 29th for Thanksgiving. They will resume processing orders on Monday; expect deliveries to be delayed.

CEC Inventory - Dec 5th - Dec 6th:

Dennis Foland will be closed for CEC Inventory on the 5th and 6th of December. They will resume normal operations on Monday, Dec 9th.

During this time, Foland will be catching up from the previous week so deliveries will be delayed, some possibly delivering into the following week.

If you have any questions, please email merchandise@cecentertainment.com

Audit

TIP OF THE WEEK

Food Safety:

Can all Managers locate the SDS sheets and Ecolab Service binder/folder? Are they updated and current?

Your health inspector wants to know!

If you are in need of a new one, these can be ordered off of the training materials online site.



Facilities

After Hours and Weekend Emergencies

Please keep in mind that not all of our service partners have staff that monitor incoming service calls after normal business hours (usually 5:00 PM local time) and on the weekend. If you have an after hour or weekend emergency, we ask that you:

- Submit your work order via Verisae
- Contact your Regional Facility Manager and provide description of emergency and work order number.



THE MORE YOU KNOW...

My Favorite Fun Contest

Chuck E. Challenge Kitchen Challenge

Have you sent in your submission for the Chuck E. Challenge and the Kitchen Challenge?

You still have time to do so!

Send us a picture of your Perfect 10 pizza and Perfect 10 Platter to myfavoritefun@cecentertainment.com

Send your Photo-Worthy Chuck E. Interactions in to the following dropbox links:

Northeast: <https://www.dropbox.com/request/tcYuLXEZnUjEzb9xWIHC>

Southeast: <https://www.dropbox.com/request/sIQBNzjVz9tbDpR7Mjgv>

Western: <https://www.dropbox.com/request/MIYI3650nIrX5lbt0Drv>

Contest deadline has been extended to Monday, November 25th, its time to shine and show everyone who has the best kitchen crew and Chuck E. moments!

For all the details regarding this contest, please refer to the communication sent out by L&D

Purchasing

Bacon Drop Shipment

In preperation of our next LTO starting on December 3rd, 1 case of bacon will be drop shipped to each restaurant begining this Monday, November 18th.

More details to come next week on the next LTO, the Cheesy Bacon Stuffed Crust Pizza!



Marketing

Stocking Stuffer Guide

Chuck E. has the BEST stocking stuffers in town!

We have some exciting holiday plans and promotions in store for you, and all the information is on its way to you!

Begining this coming week, you will start receiving the following:

- New gift card/merchandising stand
- New item-ticket bricks
- Holiday POP kit set-up
- Online oliday gift card promotions

For all the details regarding this promotion, please refer to the marketing communion sent out, 'Holiday Stocking Stuffers Guide'

Marketing

Price Change

Have you heard? There is a price change happening!

Everyone should have received a communication this morning specific to your restaurant letting you know all the changes happening, and when they are happening.

Carefully look over your menu changes communicaiton carefully and if you have any further questions, please reach out to your Regional L&D Manager.



CAREER GROWTH OPPORTUNITIES

General Manager

Dothan, AL	703
Phoenix, AZ	621
Jonesboro, AR	668
Orange, CA	785
Grand Junction, CO	708
Sunrise, FL	434
East Orlando, FL	722
Athens, GA	612
Des Moines, IA	958
Baton Rouge, LA	767
Rochester Hills, MI	085
Oklahoma City S, OK	888

Tech Manager

Cerritos, CA	362	Danvers, MA	478
San Jose, CA	404	Ann Arbor, MI	334
Diamond Bar, CA	409	Rochester, NY	517
San Bruno, CA	444	Mayfield Heights, OH	547
Cupertino, CA	786	Lima, OH	754
Hartford, CT	470	Mississauga, ON	844
Douglasville, GA	613	White Settlement, TX	090
		Spokane Valley, WA	344



peter
piper
pizza

Peter Piper Pizza

Golf Course, NM #1247
Chandler, AZ #1216
Gilbert, AZ #1283
Casa Grande, AZ #1285

General Manager
Tech Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

